

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
GOED	Application Services	Dustin Crump	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	1 0
		Michael Hussey	2 0	2 0
		Scott Wunderlich	1 1	1 1
		Assigned to Individual Total	4 1	4 1
	Help Desk	Brenda Treadway	1 1	1 1
		Julie VanBeekum	1 1	1 1
		Sarah Johnson	1 0	1 0
		Vicky Marrelli	2 2	2 2
		Assigned to Individual Total	5 4	5 4

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

			Low	FCR Total
GOED	Metro A Desktop Support	Kraig Ellis	5 0	5 0
		Robert Wall	4 3	4 3
		Tracy VanderVaart	1 0	1 0
		Assigned to Individual Total	10 3	10 3
	Metro A Help Desk	Ed Conrad	5 5	5 5
		Edward Fortner	3 3	3 3
		Liz Evans	1 0	1 0
		Assigned to Individual Total	9 8	9 8
	Technical Lead/Project Manager	Martin Gonzalez	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Voice Operations	Gail Christiansen	1 0	1 0
		Romanza Hamblin Sorensen	1 1	1 1
		Assigned to Individual Total	2 1	2 1
	Voice/Data/WAN Services	Spencer Blodgett	1 0	1 0

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

			Low	FCR Total
GOED	Voice/Data/WAN Services	Assigned to Individual Total	10	10
	Assigned Group Total		3418	3418
Customer Company Total			3418	3418

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
GOED	Application Services	Dustin Crump	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	1 0
		Michael Hussey	2 1	2 1
		Scott Wunderlich	1 0	1 0
		Assigned to Individual Total	4 1	4 1
	Help Desk	Brenda Treadway	1 0	1 0
		Julie VanBeekum	1 0	1 0
		Sarah Johnson	1 0	1 0
		Vicky Marrelli	2 0	2 0
		Assigned to Individual Total	5 0	5 0

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

			Low	MIR Total
GOED	Metro A Desktop Support	Kraig Ellis	5 1	5 1
		Robert Wall	4 0	4 0
		Tracy VanderVaart	1 0	1 0
		Assigned to Individual Total	10 1	10 1
	Metro A Help Desk	Ed Conrad	5 0	5 0
		Edward Fortner	3 0	3 0
		Liz Evans	1 0	1 0
		Assigned to Individual Total	9 0	9 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Gail Christiansen	1 0	1 0
		Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Voice/Data/WAN Services	Spencer Blodgett	1 0	1 0

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

			Low	MIR Total
GOED	Voice/Data/WAN Services	Assigned to Individual Total	10	10
	Assigned Group Total		342	342
Customer Company Total			342	342

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
GOED	Application Services	Dustin Crump	2 0.26	2 0.26
		Assigned to Individual Total	2 0.26	2 0.26
	Capitol Desktop Support	Chad Poll	1 0.18	1 0.18
		Michael Hussey	2 0.82	2 0.82
		Scott Wunderlich	1 0.40	1 0.40
		Assigned to Individual Total	4 0.55	4 0.55
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Julie VanBeekum	1 0.00	1 0.00
		Sarah Johnson	1 0.35	1 0.35
		Vicky Marrelli	2 0.05	2 0.05
		Assigned to Individual Total	5 0.09	5 0.09

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

			Low	ATTIR Total
GOED	Metro A Desktop Support	Kraig Ellis	5 0.94	5 0.94
		Robert Wall	4 0.11	4 0.11
		Tracy VanderVaart	1 0.01	1 0.01
		Assigned to Individual Total	10 0.52	10 0.52
	Metro A Help Desk	Ed Conrad	5 0.00	5 0.00
		Edward Fortner	3 0.00	3 0.00
		Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	9 0.00	9 0.00
	Technical Lead/Project Manager	Martin Gonzalez	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Voice Operations	Gail Christiansen	1 0.18	1 0.18
		Romanza Hamblin Sorensen	1 0.20	1 0.20
		Assigned to Individual Total	2 0.19	2 0.19
	Voice/Data/WAN Services	Spencer Blodgett	1 0.00	1 0.00

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

			Low	ATTIR Total
GOED	Voice/Data/WAN Services	Assigned to Individual Total	1 0.00	1 0.00
	Assigned Group Total		34 0.26	34 0.26
Customer Company Total			34 0.26	34 0.26

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
GOED	Application Services	Dustin Crump	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	1 0
		Michael Hussey	2 0	2 0
		Scott Wunderlich	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Help Desk	Brenda Treadway	1 0	1 0
		Julie VanBeekum	1 0	1 0
		Sarah Johnson	1 0	1 0
		Vicky Marrelli	2 0	2 0
		Assigned to Individual Total	5 0	5 0

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

			Low	MR Total
GOED	Metro A Desktop Support	Kraig Ellis	5 0	5 0
		Robert Wall	4 0	4 0
		Tracy VanderVaart	1 0	1 0
		Assigned to Individual Total	10 0	10 0
	Metro A Help Desk	Ed Conrad	5 0	5 0
		Edward Fortner	3 0	3 0
		Liz Evans	1 0	1 0
		Assigned to Individual Total	9 0	9 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Gail Christiansen	1 0	1 0
		Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Voice/Data/WAN Services	Spencer Blodgett	1 0	1 0

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

			Low	MR Total
GOED	Voice/Data/WAN Services	Assigned to Individual Total	10	10
	Assigned Group Total		340	340
Customer Company Total			340	340

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
GOED	Application Services	Dustin Crump	2 0.64	2 0.64
		Assigned to Individual Total	2 0.64	2 0.64
	Capitol Desktop Support	Chad Poll	1 1.05	1 1.05
		Michael Hussey	2 1.59	2 1.59
		Scott Wunderlich	1 1.57	1 1.57
		Assigned to Individual Total	4 1.45	4 1.45
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Julie VanBeekum	1 0.00	1 0.00
		Sarah Johnson	1 2.14	1 2.14
		Vicky Marrelli	2 0.05	2 0.05
		Assigned to Individual Total	5 0.45	5 0.45

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

			Low	ATTR Total
GOED	Metro A Desktop Support	Kraig Ellis	5 2.11	5 2.11
		Robert Wall	4 0.17	4 0.17
		Tracy VanderVaart	1 0.01	1 0.01
		Assigned to Individual Total	10 1.13	10 1.13
	Metro A Help Desk	Ed Conrad	5 0.21	5 0.21
		Edward Fortner	3 0.32	3 0.32
		Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	9 0.22	9 0.22
	Technical Lead/Project Manager	Martin Gonzalez	1 1.29	1 1.29
		Assigned to Individual Total	1 1.29	1 1.29
	Voice Operations	Gail Christiansen	1 0.93	1 0.93
		Romanza Hamblin Sorensen	1 0.35	1 0.35
		Assigned to Individual Total	2 0.64	2 0.64
	Voice/Data/WAN Services	Spencer Blodgett	1 0.00	1 0.00

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

			Low	ATTR Total
GOED	Voice/Data/WAN Services	Assigned to Individual Total	1 0.00	1 0.00
	Assigned Group Total		34 0.74	34 0.74
Customer Company Total			34 0.74	34 0.74

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

Detail

INC000000541614	Michael Sullivan	Application	None	Gmail		TIR Missed: No	0.00
	Application Services	Dustin Crump	GOED	Low	Closed	TTR Missed: No	0.76
INC000000541889	Ricky Flores	Application	Password	PGP		TIR Missed: Yes	1.55
	Capitol Desktop Support	Michael Hussey	GOED	Low	Closed	TTR Missed: No	3.10
INC000000541897	Ricky Flores	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	GOED	Low	Closed	TTR Missed: No	0.00
INC000000541987	Ricky Flores	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	GOED	Low	Closed	TTR Missed: No	0.00
INC000000542043	Adam Turville	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Kraig Ellis	GOED	Low	Closed	TTR Missed: No	0.95
INC000000542285	Vicki Allison	Application	None	Data Warehouse		TIR Missed: Yes	4.45
	Metro A Desktop Support	Kraig Ellis	GOED	Low	Closed	TTR Missed: No	4.45
INC000000542729	Sharon Cox	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	GOED	Low	Closed	TTR Missed: No	0.80
INC000000543591	Lester Prall	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed: No	0.00
INC000000544107	Brett Heimburger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	GOED	Low	Closed	TTR Missed: No	0.49
INC000000544844	Adam Turville	Application	None	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed: No	0.12
INC000000545206	Michael Sullivan	Telecom	None	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	GOED	Low	Closed	TTR Missed: No	0.00
INC000000545758	Tara Thue	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed: No	0.53
INC000000546898	Sue Watson	PC/Laptop	Error	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	GOED	Low	Closed	TTR Missed: No	1.80
INC000000547004	Chad Davis	None	None	None		TIR Missed: No	0.10
	Help Desk	Vicky Marrelli	GOED	Low	Closed	TTR Missed: No	0.11
INC000000547009	Chad Davis	Application	None	None		TIR Missed: No	0.18
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	1.05
INC000000547282	Fred Lange	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed: No	0.42

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

INC000000547647	Joanne Meng	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low Closed	TTR Missed: No	0.00
INC000000547894	Hu Cherry	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	GOED	Low Closed	TTR Missed: No	0.00
INC000000548260	Adam Turville	Application	Error	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	GOED	Low Closed	TTR Missed: No	0.00
INC000000549049	Beverly Evans	Network	Password	None	TIR Missed: No	0.12
	Metro A Desktop Support	Kraig Ellis	GOED	Low Closed	TTR Missed: No	2.56
INC000000549833	Vatsala Kaul	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.52
	Application Services	Dustin Crump	GOED	Low Resolved	TTR Missed: No	0.52
INC000000550077	Sharon Cox	Telecom	None	Telephone	TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	GOED	Low Resolved	TTR Missed: No	0.35
INC000000550154	Tracie Cayford	Application	None	Gmail	TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	GOED	Low Resolved	TTR Missed: No	1.29
INC000000550568	John Bell	Telecom	Call Management	Telephone	TIR Missed: No	0.18
	Voice Operations	Gail Christiansen	GOED	Low Resolved	TTR Missed: No	0.93
INC000000550834	Riley Cutler	None	None	None	TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	GOED	Low Resolved	TTR Missed: No	0.09
INC000000550843	Michael Sullivan	PC/Laptop	None	None	TIR Missed: No	0.25
	Metro A Desktop Support	Robert Wall	GOED	Low Resolved	TTR Missed: No	0.35
INC000000551244	David Bradford	None	None	None	TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	GOED	Low Resolved	TTR Missed: No	0.04
INC000000551245	Robbin Williams	None	None	None	TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	GOED	Low Resolved	TTR Missed: No	0.01
INC000000551391	Joanne Meng	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	GOED	Low Resolved	TTR Missed: No	0.00
INC000000551740	Patricia Denny	Network	Performance	None	TIR Missed: No	0.08
	Capitol Desktop Support	Michael Hussey	GOED	Low Resolved	TTR Missed: No	0.08
INC000000552624	Kelleigh Cole	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	GOED	Low Resolved	TTR Missed: No	0.47
INC000000553018	Chad Davis	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.40
	Capitol Desktop Support	Scott Wunderlich	GOED	Low Resolved	TTR Missed: No	1.57
INC000000553020	Chad Davis	Application	None	Lyris List Server	TIR Missed: No	0.35
	Help Desk	Sarah Johnson	GOED	Low Resolved	TTR Missed: No	2.14

Enterprise Incident Report July 2012

As of 8/1/2012

GOED

INC000000553607	Suzanne Redington	None	None	None	TIR Missed: No	0.13
Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.21